



New Jersey Department of Children and Families Policy Manual

Manual:	DCF	DCF Wide	Effective Date:
Volume:	III	Administrative Policies	
Chapter:	E	Administration	3-8-2011
Subchapter:	1	Administration	
Issuance:	022-2008	Management and Utilization of DCF-issued Wireless Devices and Cell Phone Usage	

PURPOSE:

To establish a policy for all Department of Children and Families (DCF) employees to regulate the use of DCF-provided cellular phones and other wireless electronic communication devices.

SCOPE:

This policy applies Department-wide.

DEFINITIONS:

For the purposes of this policy, the term “cell phone” or “cellular phone” also refers to all other electronic communication devices.

“Wireless Device” means:

For the purpose of this policy, the term “Wireless Device” includes cellular phones, “Blackberries, Air Cards, and all other wireless communication devices and hand-held portable computing devices provided by DCF to its staff for professional, work-related use.

“Office of Telecommunications and Technology Procurement” or “OTTP” means:

The Office of Telecommunications and Technology Procurement (OTTP) is the operational unit within the DCF Office of Facilities Management, Office of Facilities Support Services, which is responsible for the overall inventory management of all DCF wireless devices and equipment. OTTP determines the appropriate allocation of wireless devices to DYFS and other DCF offices.

POLICY:

A. DCF- issued wireless devices/cell phones

1. Wireless devices are provided by DCF to designated staff to conduct State business, to improve communication and customer service, to enhance efficiency and practice, and to provide for the safety and security of employees while conducting State business.
2. DCF routinely audits staff use of DCF wireless devices. **Appropriate corrective or disciplinary action will be taken if an employee is found to be in violation of the tenets of this policy.**

B. Assigning a Wireless Device

1. Local Office/Cost Code Managers determine who in their office or unit operation is to be issued a DCF wireless device, based on work assignments and responsibilities. Field staff, in particular, including staff who serve the Local Office SPRU operation, are to be issued a DCF wireless device, to support their work duties. The Local Office/Cost Center Manager is responsible for the security and appropriate use of wireless devices and equipment assigned to his/her office/unit.
2. An Information Technology (IT) Field Support staff employee is assigned to each Local Office, to facilitate distribution of wireless devices. The device is issued by the Office of Telecommunications and Technology Procurement (OTTP).
3. The employee, when assigned a wireless device, signs a DCF [Form 8-103](#), DCF Wireless Device Protocol Form. Give the completed form to the office's IT Field Support, who forwards it to OTTP, CC#933.
4. **DCF [Form 8-103](#) must be signed and dated before the employee is issued a wireless device. See attached.**

C. Wireless Device Use

1. **Use of DCF Wireless devices are for business-related purposes only.** Keep all cellular telephone calls placed or received as **brief** in duration as possible. Restrict the nature of the call to **work-related matters only**. A Worker who has ready, safe access to another telephone (example: a work station telephone) is to use that mode of communication, rather than the DCF wireless device.
2. The wireless device must be kept on your person at all times. Do not leave it at the work station, on a desk, at a client home, or in a vehicle at any time. Do not permit other persons – DCF employees or non-employees – to use the DCF wireless device.

3. Employees issued a DCF wireless device are responsible for its proper use within the parameters imposed by policy and State law. Contact the office IT Field Support to report any damage to, or malfunction of, a DCF wireless device. Employees must report all lost or stolen wireless devices to the IT Field Support as soon as possible; the IT Field Support reports the situation to OTTP. **If the device was stolen, a police report must be completed.** If the Worker fails to report a lost or stolen device immediately, he or she will be held responsible for any unauthorized usage. DCF will charge an **administrative fee** to the employee for any lost, stolen, or damaged wireless device and/or charger. See Section J, Administrative Fee to Replace Lost, Stolen, or Damage Wireless Device or Charger.
4. **DCF does not guarantee any “right to privacy”** for voice calls and/or electronic communications placed over State provided cell phones or other wireless devices, including, but not limited to, call detail records, logs, voice mail messages, data storage, text messages, e-mails, and address books. DCF has the right and authority to review and monitor usage of any DCF-issued wireless device at any time.
5. **After hours/SPRU Staff** – DCF staff serving on-call for the DCF After Hours Response System (SPRU Workers, SPRU Supervisors, and IAIU After-Hours Supervisors), as well as DCF administration and management – may use DCF wireless devices when handling case-related calls and official agency business after hours.

D. Limitations on Use

The following restrictions apply when utilizing a DCF wireless device:

1. **DCF employees are prohibited from using wireless devices – including hands-free devices – while operating a State motor vehicle.**

In the interest of safety, pull the State vehicle over to a safe location, off the road and out of traffic, **before** using the wireless device.

2. **Text Message in limited circumstances only** (paragraph E)

3. **Do not take personal pictures** on any DCF cell phone/camera device:

Use the Local Office camera when taking work-related photographs; do not use the cell phone for this purpose. The camera provides a better quality photograph. Use the cellular phone as a camera only as needed, when a camera is not available.

Work-related photographs are **confidential**. When using the DCF wireless device to take a work-related photograph, the Worker must send

the picture to his or her DCF **e-mail** address or the Supervisor's email address. After forwarding it successfully, **erase** the picture from the DCF wireless device as soon as possible.

4. **Give clients the work station/landline telephone number and extension, as the primary means of communication** between themselves and DYFS. **Do not give clients the DCF cell telephone number.**
5. Do not give friends and family the cellular phone number of the DCF-issued device for personal use. Use of the DCF cell phone and voice mail is restricted, for the **purpose of conducting State business only.**
6. **Employees are prohibited from downloading games, ring tones, etc. into the DCF wireless device.** DCF provides the device to staff for the purpose of conducting State business only.
7. Employees are responsible for **reimbursing the State for any unofficial use** of the assigned wireless device. Employees will also be charged a fee to replace any lost, stolen or damaged device or charger. See Section J, Administrative Fee to Replace Lost, Stolen, or Damaged Wireless Device or Charger. Any **misuse** of these devices can result in **corrective or disciplinary action.**

E. Text Messaging Limited to Specific Communications

DCF employees are permitted to use State devices to text message in the following **limited circumstances only:**

1. In a personal emergency, to secure an employee's immediate safety and well-being.
2. In a case emergency, to assure a child's safety and well-being; or
3. When immediate text communication is necessary to carry out the case plan.

F. Staff Transfers, Leaves, Retirement

1. All assignments of wireless devices are made through the Office of Telecommunications and Technology Procurement (OTTP). **Managers and Supervisors are not permitted to re-assign DCF wireless devices.** Staff are not permitted to "trade" devices with other staff.
2. If an employee transfers to another DCF office, the wireless device, along with the charger and/or other attachments, moves with the employee. The IT Field Support notifies OTTP of this move at dcfcellphone@dcf.state.nj.us. A new IT Field Support is named at the new location.

3. If an employee retires, resigns, is terminated, or takes a leave of absence, the DCF wireless device and all attachments must be returned to the IT Field Support, and then sent to OTTP. If the employee fails to return the device, the IT Field Support notifies OTTP immediately (at dcfcellphone@dcf.state.nj.us), and provides the employee's identifying information. OTTP follows up, as necessary, to retrieve State equipment. The employee is held responsible until the equipment is returned to OTTP.

G. Responsibility of Office of Telecommunication and Technology Procurement (OTTP)

1. OTTP staff provides technical assistance to Local Offices and other DCF units in the operation and maintenance of cellular telephone equipment and other wireless devices. OTTP will also assist in arranging repair service, when needed. Staff first consult their office IT Field Support when needing assistance with a DCF wireless device. The IT Field Support provides direct assistance or contacts OTTP on the employee's behalf. Contact OTTP at dcfcellphone@dcf.state.nj.us.
2. OTTP is responsible for reviewing monthly bills received by the Department for cellular telephone toll charges, text messaging charges, and other line items, to monitor costs and follow up on calls of questionable purpose, duration, or frequency. OTTP directs any questions or concerns regarding specific toll charges to the Local Office Manager or Cost Center Manager.

H. Voice Mail Availability and Responsibility

1. Each cellular telephone issued to an employee has voice mail capability. Employees who are assigned cellular telephones are responsible for programming their own voice mail. See the DCF Intranet Home Page for programming instructions. **Check the cellular telephone voice message at least daily for case-sensitive or time-sensitive information.**
2. The assigned employee changes the outgoing message to reflect his or her work day/schedule. Example: When the employee is on vacation, he or she updates the outgoing message to advise callers how to contact his or her Supervisor or a covering Worker to obtain assistance in his or her absence.
3. **Use of voice mail is restricted, for the purpose of conducting State business only.**

I. Use of Personal Wireless Devices

1. DCF employees may carry personal cellular telephones or other wireless devices with them while on work time. Personal cell phone use is permitted

during lunch period and scheduled breaks, and in the event of an actual emergency.

2. While attending a meeting, interacting with clients or co-workers, or participating in training or in similar work situations, shut the personal cell phone off, or set it to vibrate mode.
3. Employees are not permitted to use personal wireless devices – including hands-free devices – while operating a State vehicle.
4. **DCF employees may not use personal cellular phones or other wireless devices to conduct official State business via text message, instant message or e-mail.** In any case where a State employee uses a private cellular phone or other wireless device to send or receive e-mails, text, or instant messages related to official business despite this policy, such communications are public records and are subject to the retention requirements that govern public documents. Moreover, such communications must be preserved and produced in where litigation or investigation can reasonably be anticipated or has started. Deletion/destruction of any official communications in contravention of the record retention or litigation preservation requirements could subject the employee to sanctions and/or discipline.

J. Administrative Fee to Replace Lost, Stolen, or Damaged Wireless Device or Charger

1. DCF charges an administrative fee to replace any lost, stolen, or damaged DCF-issued wireless device or charger as follows:

Smart Phones – up to \$600

Wireless device (cellular phone or Blackberry) - \$ 25.00 fee

Charger - \$ 10.00 fee

2. To report a lost or damaged DCF-issued wireless device or charger, notify the Local Office IT Field Support Staff, and send a check, in the amount indicated above, through inter-office mail, to the Office of Facilities and Support Services (OFSS), CC 933, made **payable to Treasurer, State of New Jersey**. In most cases a replacement device or charger will be sent back through DCF courier system within three business days.
3. **No wireless device or charger will be replaced until payment is received in full.**

K. Amber Alert Registration Requirement

1. State law requires that public employees who are issued cellular telephones or electronic communication devices (i.e., DCF staff subject to this policy) subscribe with the National Amber Alerts Initiative to receive wireless Amber Alert text messages for, at a minimum, the zip code(s) in which they reside and work.
2. In compliance with this law, each DCF employee who is issued a wireless device is required to register his or her State-issued cell phone or electronic communication device with the zip codes which correspond to his or her 1) permanent residence; and 2) primary work location. Proceed as follows:
 - For staff who have Verizon wireless service, text the home and work location zip codes to: 26237 (AMBER).

Direct any questions about this matter to the Office of Facilities and Support Services at (609) 888-7170.

For additional information about Amber Alert operations, go to:

<http://www.amberalert.gov/wireless.htm%20>

Date

Allison Blake, Ph.D. L.S.W.
Commissioner

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Appendix

State of New Jersey DEPARTMENT OF CHILDREN AND FAMILIES

DCF Wireless Device Protocol Form

1. DCF wireless devices consist of cell phones, blackberries, and Air Cards. DCF wireless devices may be used for **business-related purposes only**. Keep all cellular telephone calls placed or received as brief in duration as possible. Do not use a DCF wireless device when making personal calls or conducting personal business.
2. Wireless devices must be kept on your person at all times. Do not leave the device on your desk or work station or in a vehicle at any time.
3. **DCF employees are prohibited from using any wireless device while operating a State motor vehicle**, even if using a hands-free device or attachment. Pull off the road, out of traffic, to make, receive, or retrieve the call.
4. **Do not text message.** Text messaging is only permitted in a case-related emergency, to assure a child's safety and well-being, when immediate text communication is necessary to carry out the case plan; or to secure an employee's immediate safety.
5. Each employee who is issued a State wireless device is responsible for its proper use, and for obeying all laws governing its use.
6. There is no expectation of privacy in the use of any DCF issued wireless device. This means voice calls and/or electronic communications, call detail records, logs, voice mail messages, data storage, text messages, e-mails, and address books may be monitored at any time.
7. All assignment/re-assignment of equipment will be made through the Office of Telecommunications and Technology Procurement (OTTP), to maintain the data integrity of the cell phone database.
8. Supervisors and Managers are not permitted to re-assign wireless devices. All assignments must be made through the OTTP.
9. If an employee transfers to another office, the wireless device and any attachments (example: A/C adaptor) move with the employee. Notify the OTTP of the transfer at dcfcellphone@dcf.state.nj.us.
10. If an employee resigns, retires, is terminated, is re-assigned to a position that does not require a cell phone, or takes a leave of absence, the wireless device must be returned to the office's Information Technology (IT) Field Support staff

employee, and forwarded to the OTTP.

11. Employees are prohibited from **taking personal pictures with a DCF-issued camera phone**. If using a cell phone to take a photograph necessary for work purposes, the photograph is strictly confidential and must not be shared with anyone other than appropriate staff.
12. Employees must report any damaged, malfunctioning, **lost, or stolen DCF wireless device** to the office IT Field Support staff employee, who will advise OTTP. If lost or stolen, the employee is also responsible for contacting the appropriate **law enforcement authority**. If the Worker fails to make notification, he or she will be held responsible for any unauthorized phone usage.
13. **DCF will charge a fee to replace any lost, stolen, or damaged wireless device and/or charger. NOTE: SMART PHONES REPLACEMENT COST CAN BE AS HIGH AS \$600.**
14. Employees are responsible for **reimbursing the State for any unofficial use of the DCF wireless device**. Any misuse or unauthorized use of a DCF-issued device can result in corrective or disciplinary action.
15. In compliance with State law, each DCF employee who is issued a wireless device is required to register his or her State-issued cell phone or electronic communication device with the zip codes which correspond to his or her 1) permanent residence; and 2) primary work location. Proceed as follows:
 - For staff who have Verizon wireless service, text the home and work location zip codes to: 26237 (AMBER).

I have read, understand, and agree to the above policy. Failure to abide by this policy could result in disciplinary action. I also understand that I am responsible for familiarizing myself with agency policy.

Employee

Name_____ **Office**_____

Signature_____ **Date**_____ **Cell Phone**
Number_____